PX-208

PART 1 OF 5

LAWSON

PX-0208

Lawson Support Operations Handbook

Version 2.17

Release Date: August 2008

LAWS🌐N

Lawson Product Life Cycle Maintenance Policy

- The Lawson Product Life Cycle Maintenance Policy outlines product support schedules and fees, and provides information designed to help customers maintain their systems and plan for upgrades.

- The policy and supporting schedules, along with frequently asked questions, are published on support.lawson.com, MyLawson.com, and on TellUs.

LAWSON

Contents (1 of 5)

LAWSON

Contents (2 of 5)

LAWSON

Contents (3 of 5)

Lawson Support Infrastructure – S3 (continued)

LAWS�N

Contents (4 of 5)

Handling a Support Case (continued)

LAWS⊕N

Contents (5 of 5)

Appendices

LAWSON

About This Document

LAWS●N

About This Document

This document, including listed attachments in appendix 3, outlines the scope and processes of Lawson Support. It is the standard guideline for handling support cases.

This document reflects the changes introduced by the reorganization of the Support operation into Regional Support and Product Support. As we collect experience with the new process, feedback on this handbook is encouraged and should be directed to the document owner via support-process@lawson.com.

Some sections in this document require a certain Support Level in the maintenance agreement, please refer to Lawson Total Care – Our Support Offering for details. Such benefits are highlighted in the upper right corner of the page with star icons ⭐ ⭐ ⭐ , which indicate required Support Level.

References specific to Lawson M3 or Lawson S3 products are identified with globe icons 🌐 in the upper right corner of the page.

The language in this document will prevail over any conflicting language in the appendix.

This Support Operations Handbook supersedes and replaces all previous support process documents, e.g., the Lawson Global Support Manual and prior versions of this handbook.

LAWSON

About Lawson Support & Delivery

LAWSON

Lawson Lines of Business

Organizational focus

Sales	Professional Services	Support & Delivery	Research & Development
Licenses	Services	Maintenance	

LAWS◯N

Customer-centric Quality Assurance

Deliver fully
quality assured
releases

Customer

Resolve product
problems

Delivery

Close the quality loop

Support

Ensure
maintainable
releases

Product
Management

Product
Development

Correct errors
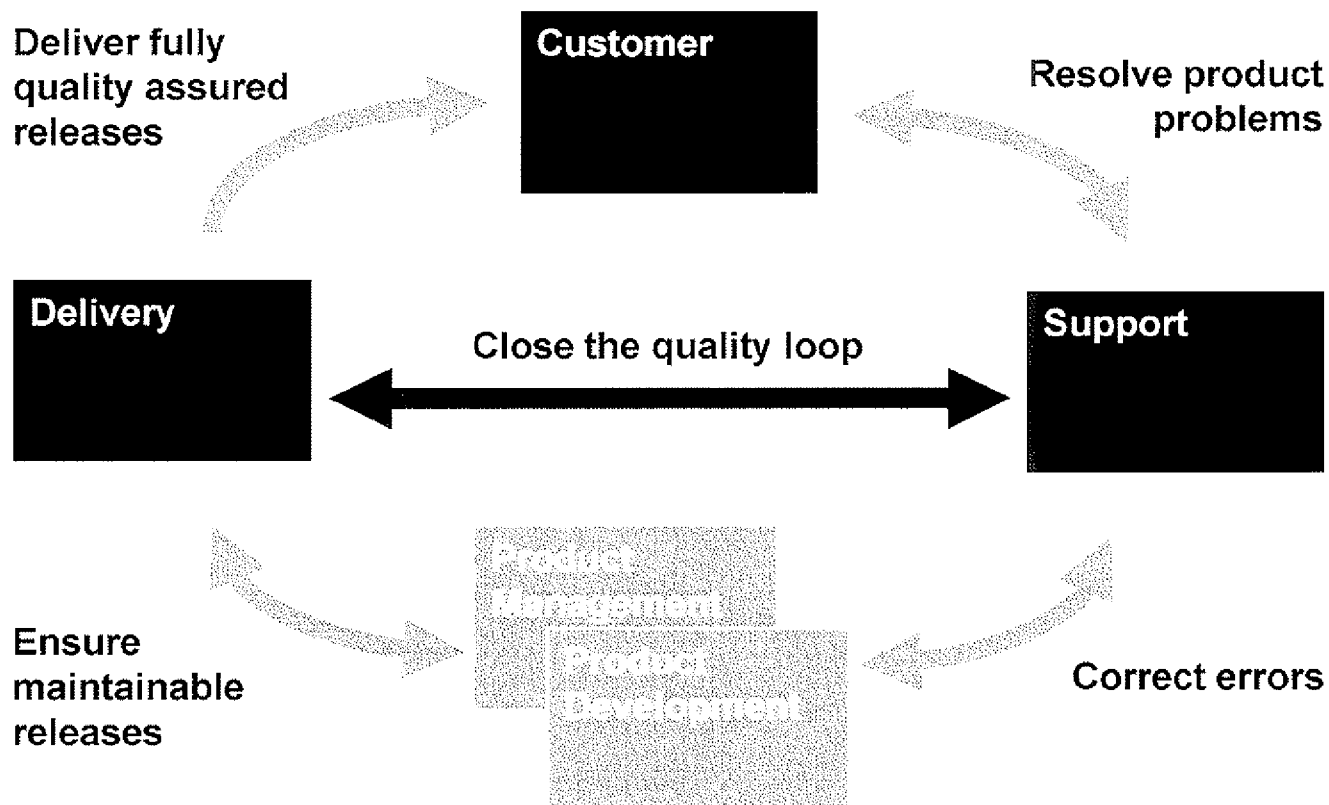
LAWSON

Lawson Support & Delivery Organization

Maintenance Business Mgmt

Rick Kantor

Delivery

Irene Orf
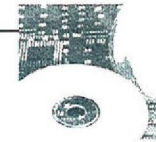
Product Support

Magnus Walldén   Nancy Anderson

Regional Support

Dan Sjodin   Marc Houx   Wong Boon Heng

Support Operations Handbook v 2.17   2008-08   Page 13

LE00638046
CONFIDENTIAL
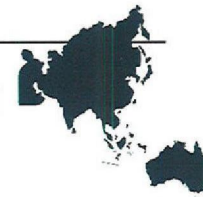
LAWSON

Worldwide Support Locations
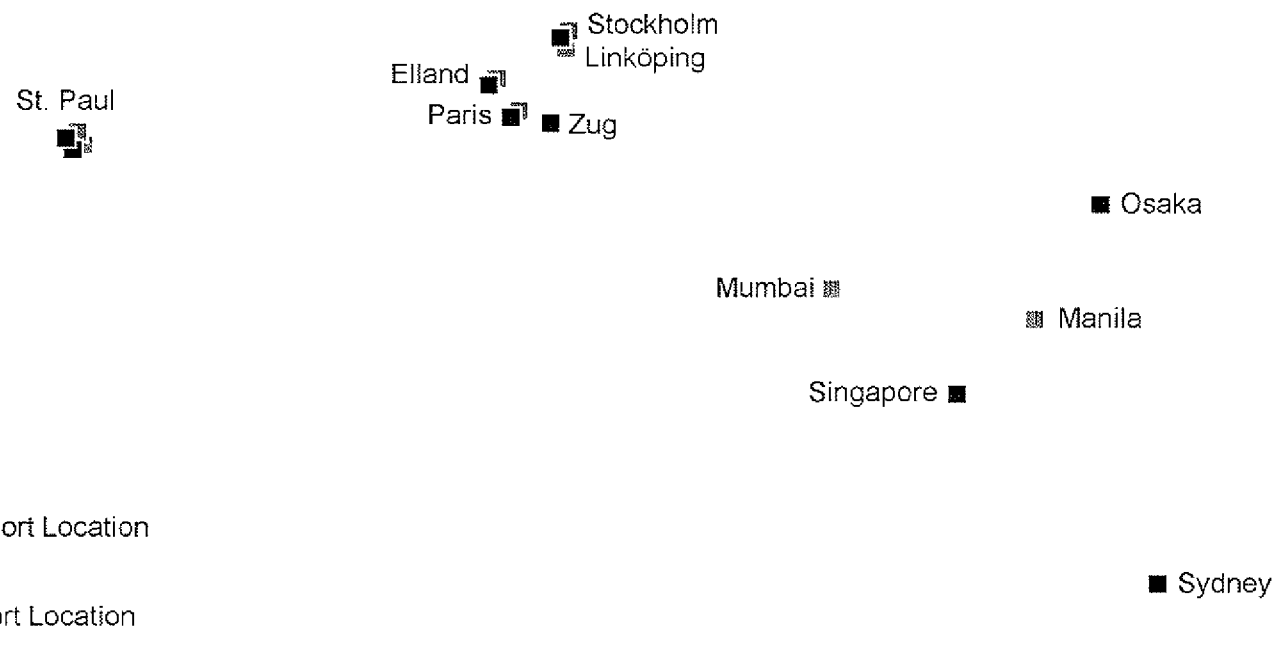
Stockholm
Linköping

Elland

Paris ■ ■ Zug

St. Paul

■ Osaka

Mumbai ▨

▨ Manila

Singapore ■

■ Regional Support Location
  — 11 centers

▨ Product Support Location
  — 9 centers

■ Sydney

LAWS●N

Lawson Product Life Cycle Maintenance Policy

The Lawson Product Life Cycle Maintenance Policy outlines product support schedules and fees, and provides information designed to help customers maintain their systems and plan for upgrades.

The policy and supporting schedules, along with frequently asked questions, are published on support.lawson.com, MyLawson.com, and on TellUs.

LAWSON

Lawson Total Care – Our Support Offering
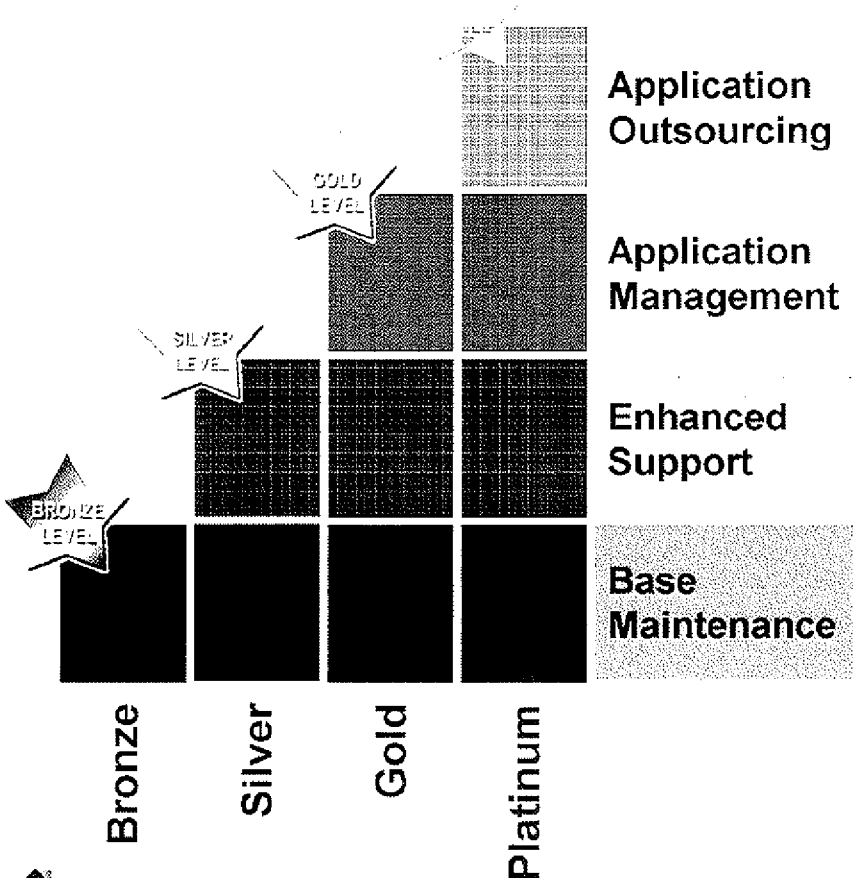
LAWSON

Support Levels

		Hosted solutions
Application Outsourcing		
Application Management		Administration of customer installation Maintenance of customer modifications Installation of corrections and fix packs
Enhanced Support		Non-Warranty support ("how-to questions") 24x7 Emergency Support, Priority Queuing Online usage reports and statistics
Base Maintenance		Upgrades, updates, corrections Self-Service tools, Lawson Knowledge Base Access to support staff

GOLD LEVEL

SILVER LEVEL

BRONZE LEVEL

Bronze   Silver   Gold   Platinum

Additional options available, like Health Check, Pager Support, or staffing for Customer-Internal Support Center

LAWS🌐N

Support Levels

Application Outsourcing

Hosted solutions

Application Management

Administration of customer installation
Maintenance of customer modifications
Installation of corrections and fix packs

Enhanced Support

Non-Warranty support ("how-to questions")
Priority Queuing
Online usage reports statistics

Base Maintenance

Upgrades, updates, corrections
Self-Service tools, Lawson Knowledge Base
24 x 7 Emergency Support for S3

GOLD LEVEL

SILVER LEVEL

BRONZE LEVEL

Bronze   Silver   Gold   Platinum

Additional options available, like Health Check, Pager Support, or staffing for Customer-Internal Support Center

Support Operations Handbook v 2.17   2008-08   Page 18
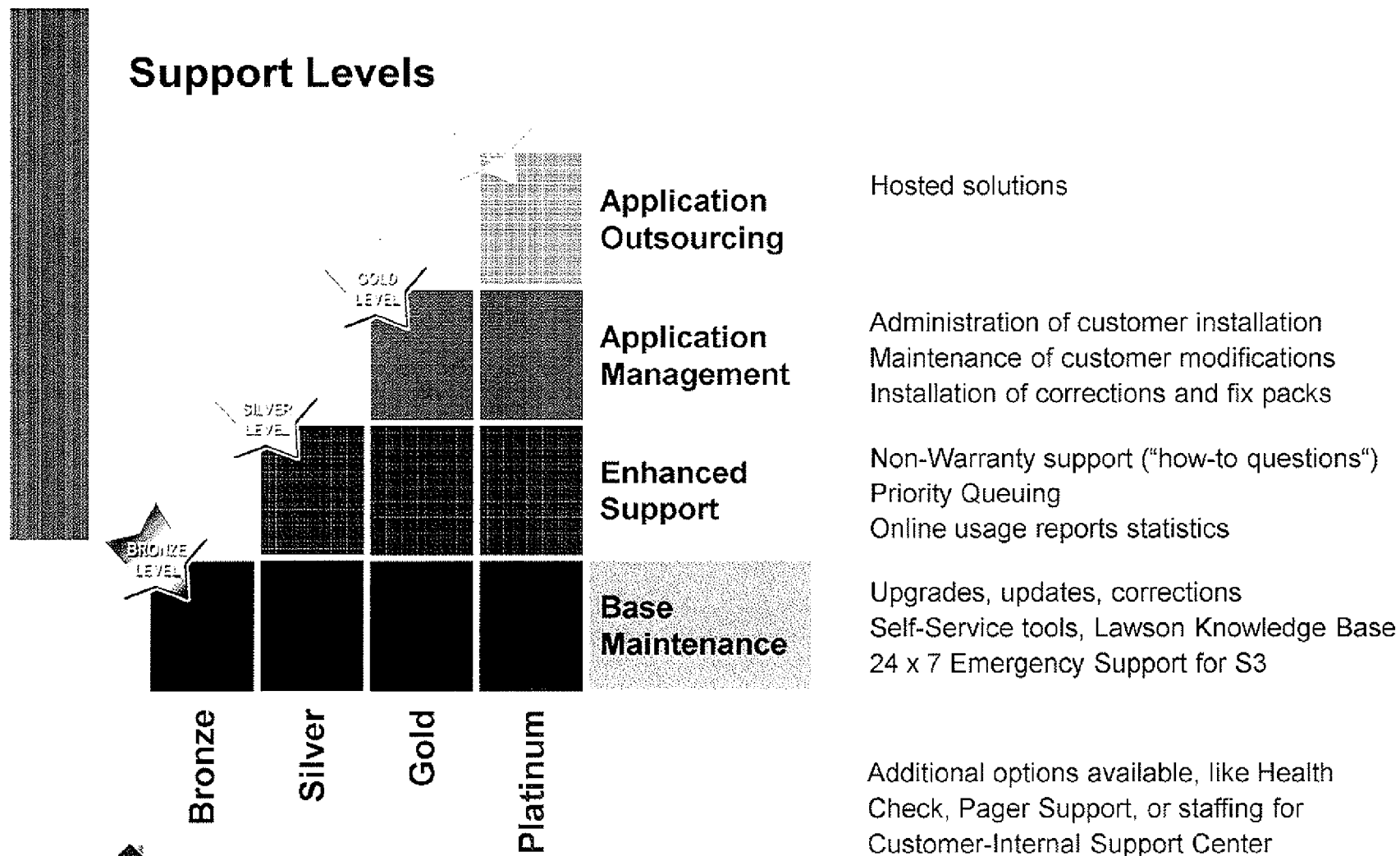
LAWSON

Lawson Total Care Bronze

Key Components:

Upgrades, updates, and new releases of licensed products

Statutory and regulatory updates and Fix Packs

Product defect corrections

24 x 7 access to Lawson Self-Service Support Infrastructure

24 x 7 access to Lawson Knowledge Base

Access to Lawson Support Staff

Best fit for customers who have:

A primary need to remain up-to-date on new software releases and corrections

An effective internal help desk that can handle "how-to" questions

Experienced internal IT professionals in charge of ongoing software maintenance, including DBA, System Administration, O/S Support, patch application and upgrades

Few software modifications or complex system interfaces

Note: Total Care Bronze, as described in this Support Operations Handbook, is the type of "Support" or "Maintenance" that is referred to in any previous agreement between Lawson and its customers.

LAWSⓈN

Lawson Total Care Silver

SILVER
LEVEL

Key Components: All Lawson Total Care Bronze deliverables, plus:

Limited Non-Warranty Support for "how-to" questions

24 x 7 Emergency Support * for critical issues

Priority Queuing

Annual System Performance Assessment

Dedicated Customer Care Manager *(where applicable)*

Online status report and usage statistics

Best fit for customers who:

Desire a priority level of responsiveness from Lawson Support

Require help with "how-to" questions

---

* 24 x 7 Emergency Support to U.S. Lawson customers using our services industry specific (Lawson S3) software applications is included as part of Lawson Total Care Bronze.

LAWS⬤N

Lawson Total Care Gold

GOLD
LEVEL

Key Components: Custom-tailored package of application management services, such as:

Installations of corrections and fix packs

Support for and maintenance of custom modifications

Upgrade planning and execution

Lawson performance tuning

Lawson product, database and security administration

Dedicated Lawson Support desk and on-site support options

Best fit for customers who:

Desire a high degree of technical assistance in managing their Lawson software

Plan to modify Lawson applications and/or have a need for significant interfaces

Make the strategic decision to outsource core application management functions

Have internal IT support constraints

LAWSON

Lawson Total Care Platinum

Key Components: All Lawson Total Care Gold deliverables, plus Hosting Services:

Network services, and infrastructure services

Facilities, and physical servers

Data management service

Disaster recovery

OS management, and server administration

Best fit for customers who:

Add additional Lawson applications

Make the strategic decision to outsource core application management functions

Seek simplified support and maintenance – including full hosting and application management

Desire industry-leading, contractual service level agreement (SLA) commitments

Value accountability and answers from one source

Have hardware at end of the lifecycle and need to upgrade, or application upgrade requires additional hardware

LAWSON

Overview of the Lawson Support Process

The following pages describe the Lawson Support model and processes for delivering support. These processes apply to all levels of our Lawson Total Care offering – Bronze, Silver, Gold, and Platinum

LAWS☀N

Support Process – Principles

Lawson Support provides support for Lawson and embedded third-party products under Mainstream or Extended Maintenance as released by Delivery, for which the customer has a valid and fully paid maintenance agreement.

If Lawson software products are not functioning as designed, Lawson will verify, test and repair product defects.

Support for Lawson products is built around a Customer-Internal Support Center (Tier 1 support) for optimum user intimacy and business support.

Lawson Support empowers the Customer-Internal Support Center to optimally assist users with questions and product defects and provides the necessary infrastructure for logging, tracking, and solving issues.
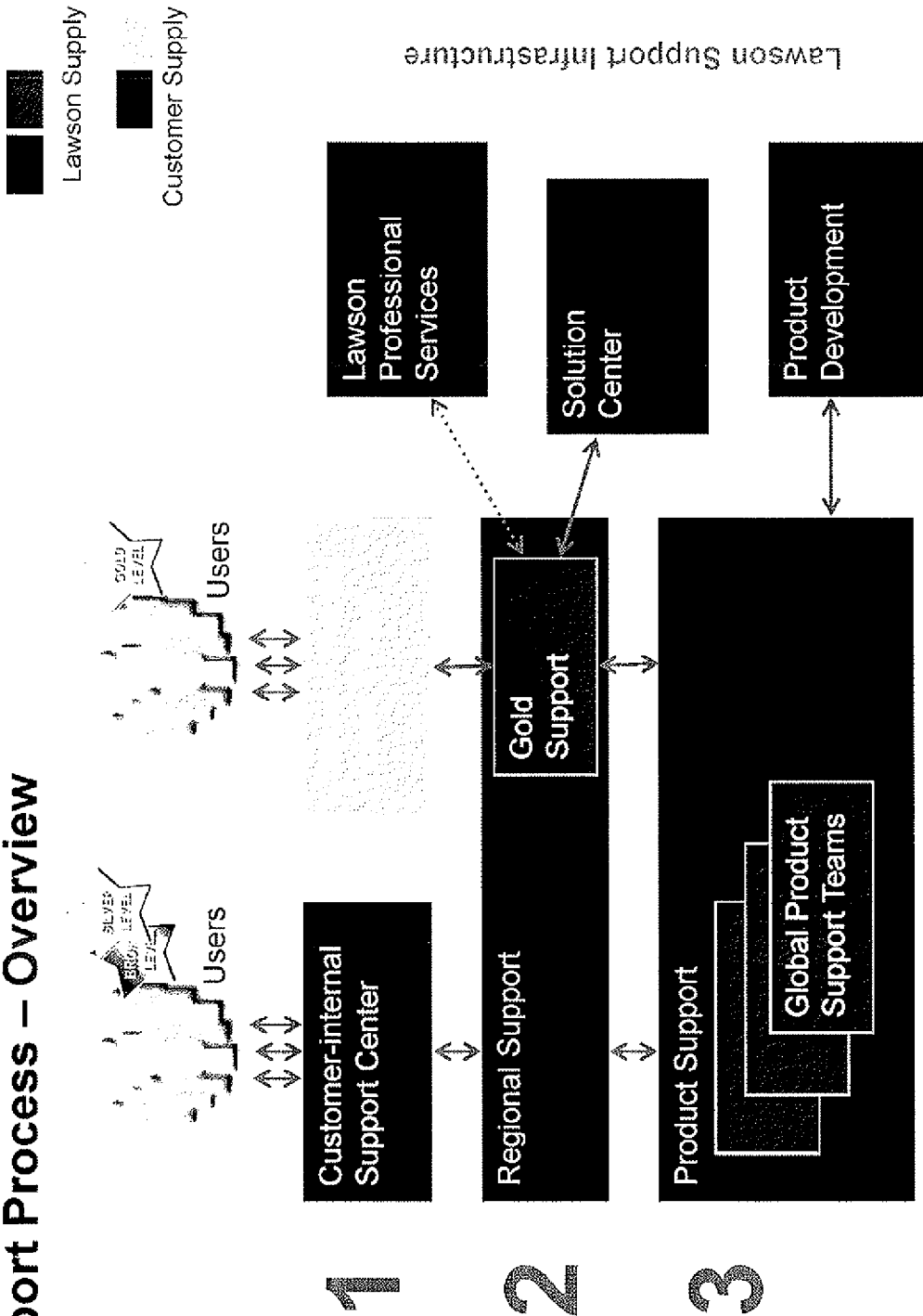
Lawson Support provides Tier 2 and Tier 3 support for escalating and addressing product defects. It also provides access to product development for creating fixes.

Tier 2 support delivers highly responsive, broad troubleshooting and market expertise for regional customers, while Tier 3 support provides specialized product expertise for deep problem analysis.

Support Process – Overview

LAWS⬤N

Support Process – Step by Step

Lawson Supply

Customer Supply

SILVER LEVEL

BRONZ LEVEL

GOLD LEVEL

End users first log their issue with internal helpdesk

Assigned super user qualifies and tries to resolve issue

If unable to resolve, log the case with Lawson Support

mer-interna ort Center

Regional Support

Regional Support with market knowledge and language skills qualifies and resolves case or forwards it to product specialist

3

Product Support

Global Product Support Teams

End users first log their issue with internal helpdesk

Assigned super user qualifies and tries to resolve issue

If unable to resolve, log the case with dedicated Lawson Gold Support team

Gold

Gold Support team dedicated to customer qualifies and resolves case or forwards it...

... to Product Support if related to standard product

If necessary, Product Support escalates case to Product Development for a correction

Optionally, with a Total Care Gold contract, Lawson can even staff the customer-internal support center – on-site or off-site

Lawson Professional Services

Gold Support team can engage other LPS staff as

Solution Center

... to Solution Center if related to custom modification

Product Development

Lawson provides a unified infrastructure for case logging and tracking as well as an exclusive Knowledge Base to ensure a seamless workflow

Lawson Supp   ructure

LAWS�N

Support Process – Remarks

Third-party products

– Cases involving third-party products under maintenance will be forwarded to the third-party supplier for support or fixing by Regional Support (Tier 2)

– In this case, the third-party supplier takes the role of Product Support (Tier 3) and Product Development

Customer Supply

– If a customer does not have resources available to staff their Customer-Internal Support Center, the customer may subcontract their scope of supply to Lawson Professional Services or partners.

Non-Standard Lawson code

– If, during the troubleshooting process, the source of the issue is determined to be the result of non-standard Lawson code, the time spent on analysis of the issue may be considered billable.

Time references

– All references to "hours" and "days" are defined as "business hours" and "business days".

LAWS◈N

Support Tiers (1 of 3)

Customer-Internal Support Center – Optimum user intimacy (Tier 1)

- Team managed by the customer

- IT, product knowledge and process flow experts

- Key functions: Operational advice, case definition, knowledge base search, contact point for Lawson Support, acceptance testing of delivered fixes, environment management including installation of fixes, data corrections, maintenance of test environment.

Lawson Regional Support – Market intimacy and broad skills (Tier 2)

- Broad product knowledge and troubleshooting skills, covering Lawson's entire product portfolio within the region

- Localization Support Center for local market and statutory requirements

- Key functions: Resolve majority of cases with focus on fast and reliable feedback to customer – quality assurance of incoming cases, "get the customer back in business", language translation, knowledge base search, route product problems to Tier 3 or Product Development.

LAWS☉N

Support Tiers (2 of 3)

Lawson Product Support – Expert product knowledge (Tier 3)

–   Deep product knowledge organized in Product Support Centers, covering cases globally within their expertise domain. The Product Support Centers are structured by product functionality (application areas), not by industry. Industry knowledge particular to specific markets could be accumulated in the respective Regional Support Centers.

–   Key functions: Resolve cases requiring specialized product, application and system knowledge, route product problems to Product Development, liaison with Product Development domains, maintain Knowledge Base

Lawson Product Development

–   Product Development provides code correction for products and releases (Lawson M3: IAS5.1 and onwards, Lawson S3: all supported releases).

–   Lawson M3 RPG Maintenance provides code correction for Lawson M3 RPG products and releases, and on demand installation of Lawson M3 RPG fixes to the customer's test environment

–   Key functions: Defect corrections, testing of defect corrections, and standard product enhancements